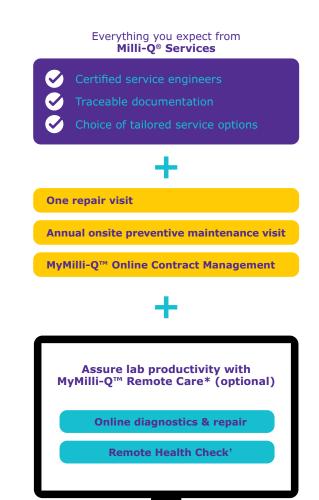


ASSURED Performance with Milli-Q[®] Service Advanced[™] Plan



ouality care, delivered. In person & online.





MilliporeSigma is the U.S. and Canada Life Science business of Merck KGaA, Darmstadt, Germany.



Milli-Q[®] Service Advanced[™] Plan A preferred plan that balances your lab's needs

OPTIMIZE your investment & **PREVENT** downtime

- One annual preventive maintenance visit that includes:
 - Full check-up from a Milli-Q[®]-certified service engineer
 - Diagnostic Report for traceability and archiving
 - Maintenance Kit for replacement of aging connections and tubing
- One floating troubleshooting/repair visit

Get TIME-SAVING solutions

- Priority status for any requests, including service visits and parts delivery
- Unlimited access to our technical support hotline
 - Speak directly with our in-house, specialized service experts
- More efficient contract and consumables management via the MyMilli-Q[™] platform

ASSURE PRODUCTIVITY with expert service, in person and online

- Quality-certified and harmonized expertise
 - Only factory-trained engineers repair and maintain our water systems in compliance with our worldwide auditable Standard Operating Procedures
- Genuine parts from our ISO 9001-certified manufacturing site
- MyMilli-Q[™] Remote Care* gives you



- Automatic notifications when system care is needed
- Remote monitoring, diagnostics & potentially repair
- Simplified data traceability
- NEW Annual Remote Health Check from an off-site service engineer assures optimal system performance*⁺

CUSTOMIZE your plan for your lab's specific needs, including:

- Pharmacopeia suitability tests
- Extended guarantees
- · Additional preventive maintenance visits
- · Scheduled shipments of consumables and parts

Milli-Q[®] Service Advanced[™] Pharma Plan

Designed & fit for regulated environments

Receive specialized help in complying with international quality standards. Our Pharma plan contains a complete set of operational verification tests with related procedures that follow guidelines (e.g., cGMP, GLP).



Qualification protocols

Requalification procedures for demonstrating compliance with regulations



Log files enabling

full traceability of critical system components



Qualification test equipment

All test equipment needed for qualification is calibrated according to metrological norms with traceability to the international standards



Qualified service engineers

Only service engineers who have successfully completed an extensive Validation program may perform requalification procedures

*Available for high-flow 7000 series systems: Milli-Q[®] HX, HX SD, HR and CLX, and benchtop Milli-Q[®] IQ, IX and EQ water purification systems. †Speak with your local lab water representative to find out if this service is available in your country.

Calibration

certificates

calibrated with

standards

and international

Certify that monitoring

traceability to national

devices are properly

*Option available in the US, Canada, UK, Ireland, France, Belgium, Luxembourg, Italy, Spain, Portugal, Germany, Austria, Denmark, Norway, Sweden and Finland.

For more information, visit our website: SigmaAldrich.com/milli-qservices



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